



COMMONWEALTH of VIRGINIA

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CHIEF OPERATING OFFICER/SECRETARY TO THE BOARD
W. CURTIS COLEBURN, III

December 23, 2008

ADDENDUM NO. 1 TO ALL OFFERORS:

Reference:	RFP No.:	S-012-08
	Dated:	December 4, 2008
	Commodity:	Point of Sale Hardware Maintenance
	For Delivery To:	Department of Alcoholic Beverage Control
Pre-Proposal Conference/Site Visit:		December 16, 2008 @ 10:00 a.m.
PROPOSAL DUE DATE:		<u>Thursday, January 8, 2009 @ 2:00 p.m. (EDT)</u>

The above is hereby changed to read as stated below. Please reference RFP Sections noted.

1. Reference Page 1, Proposal Received Until: To read: January 8, 2009, 2:00 PM EDT
2. Insert Replacement Page, Reference Page 27, Section XI, Pricing Schedule: Add additional paragraph K to read: Fixed price hourly rate for New Store installs \$_____.
3. Insert Replacement Page, Reference Page 28, Attachment A, ABC POS Generic Hardware Specifications and Associated Costs: Add subtotal under each column.

For Informational Purposes Only:

1. **Please be reminded proposals must be received by this office (Second Floor, Room 2059) by the due date and hour (January 8, 2009, 2:00 p.m. EDT) to be considered.**
2. The attached questions and answers from the pre-proposal conference are provided for clarification/information.
3. The attached companies were represented at the mandatory pre-proposal conference/site visit.
4. The attached service call logs are provided for your review.

NOTE: A signed acknowledgment of this addendum must be received by this office either prior to the proposal due date and hour or attached to your proposal. Signature on this addendum does not constitute your signature on the original proposal document. The original proposal document must be signed also.

Sincerely,

Jacqueline Brunson, VCO
Contract Officer
Phone: (804) 213-4427

Name of Firm

Signature

Date

Title

Department of Alcoholic Beverage Control
Attn: Accounts Payable
P. O. Box 27491
Richmond, VA 23261

XI. PRICING SCHEDULE: The Contractor agrees to provide the described goods and services herein based on the prices indicated below and on Attachment A. Prices shall include all expenses, i.e., parking, meals, lodging, photocopying, airfare, mileage, communication cost, automobile rental, etc.

- a. Hourly rate for hardware equipment reconditioning \$_____
- b. Hourly rate for on-site hardware installation assistance \$_____
- c. Hourly rate for mounting and installation of new hardware racks \$_____
- d. Hourly rate for in-store cabling and troubleshooting \$_____
- e. Hourly rate for POS Hardware Removal and Destruction \$_____
- f. Hourly rate for POS Hardware Data Destruction & Certification \$_____
- g. Hourly rate for Ad-Hoc POS Equipment Site Survey Requests \$_____
- h. Hourly rate for POS Hardware Equipment upgrade/replacements \$_____
- i. Hourly Rate for requested services outside the applicable hours of service specified \$_____
- j. POS Hardware rack equipment as described in Section III, D. \$_____
- k. Fixed price hourly rate for New Store installs \$_____

Attachment A

ABC POS GENERIC HARDWARE SPECIFICATIONS AND ASSOCIATED COSTS

(See Attachment G for more detailed list)

POS Equipment	Monthly On-Site Maintenance	Monthly Depot Maintenance
IBM Netfinity X200-X206 Server		
- Intel 933Mhz PIII - PIV Processor	\$	-
- 256MB-512MB SDRAM Memory	\$	-
- Two 36GB SCSI Hard Drive	\$	-
- 1.44MB Floppy	\$	-
- Windows 2000/2003 Server Operating System	\$	-
- 15"-17" Color Monitor	\$	-
- 56K External Modem	\$	-
- 3COM 10/100/1000 Network Adapter	\$	-
- 101-Key Keyboard, 2-Button Mouse	\$	-
- CDROM Read / Write	\$	-
- Sound Card System with Speakers	\$	-
- 10BaseT LAN Cable	\$	-
- Power Strip	\$	-
- Backup UPS	\$	-
- Subtotal	\$	
Fujitsu TeamPOS 2000 Base System		
- 12.1" TFT Touchscreen	\$	\$
- Intel 600Mhz Pentium III	\$	\$
- 128MB RAM	\$	\$
- 20GB Hard Drive	\$	\$
- 1.44MB Floppy Drive	\$	\$
- DT50 Receipt / Slip Printer with MICR	\$	\$
- Hypercomm ICE 6000 Signature Capture	\$	\$
- Fujitsu Slimscan 1200 Scanner	\$	\$
- Cash Drawer 1	\$	\$
- Cash Drawer 2	\$	\$
- 101 Key Keyboard	\$	\$
- Cable Kit for Second Cash Drawer	\$	\$
- 10BaseT LAN Cable	\$	\$
- Microsoft Windows Operating System	\$	\$
- 56K Modem for Backup Server	\$	\$
- Power Strip	\$	\$
- Backup UPS	\$	\$
- Subtotal	\$	\$
Symbol PDT		
- Symbol PDT 1846	\$	\$
- Symbol 11MB Access Point	\$	\$
- Symbol TRG3000 Pistol Grip	\$	\$
- Symbol BIAS-T with Power Supply / 10BaseT	\$	\$
- 75' LAN Cable for BIAS-T	\$	\$
- Subtotal	\$	\$

QUESTIONS AND ANSWERS
POS HARDWARE MAINTENANCE
ABC RFP #S-012-08

Conference Questions:

1. **Reference Page 5, Section B.** In reference to the depot service, is the shipping back and forth to the vendor prepaid and should we build it into the price model?

Yes.

2. **Reference Page 6, Section C. 2(c).** In reference to the on-site maintenance (page 6), clarify what is needed in four (4) hours and 24 hours? Is the 24 hours considered clock hours or SLA coverage hours, which are 12-hour days?

4-Hour and 24-Hours response times are from the time of the initial call. The 24-hours is considered Clock Hours (e.g., if the call is received at 9:30 AM, then the repair must be complete by 9:30 AM the next day as defined in the on-site service hours).

3. **Reference Page 6, Section C. 6.** In maintaining the inventory, is the contractor to provide the space for the equipment?

Yes.

4. **Reference Page 28, Attachment A.** Are you looking for a firm fixed price for on-site and depot services? Will you award as all Depot, all on-site or a mix of all?

There will be a mix on all services and awarded as such. Yes.

5. **Reference Page 4, Section A.** On new store equipment, should we propose maintenance for that included and maintained?

Yes, the equipment should be fully functional when placed into operation.

6. **Reference Page 27, Section XI.** Should the equipment be operational on install and how should we charge this?

All equipment should be fully operational on install. Equipment maintenance is charged and billed monthly in arrears according to the pricing schedule and based on the number of units in operation.

7. **Reference addendum #1.** What are the current call volumes? Can you provide any historical data to us? Is there a high quarter/low quarter or seasonal peak data you can share?

Call volumes increase as the age of the current equipment increases, so it varies. Most calls are for break-fix or replacement. The ABC can provide a 3-month call volume report. There is no seasonal peak period as maintenance is

done continually to ensure all equipment is up and running before peak periods get in full swing.

8. **Reference Page 6, Section D.** How will the vendor receive the calls from the ABC?

The ABC Client Services Help Desk will dispatch calls directly to the vendor. Please refer to page 6 section D to review those items the ABC considers mandatory requirements and those items the ABC considers desirable requirements.

9. Is there an asset tracking and management system in place so that we can get information back to you?

There is no current system in place.

10. **Reference Page 6, Section D.** Will you be able to provide serial numbers on your equipment? Will you provide a list of current serial numbers for inventory in use?

We do not currently have an existing list of serial number for inventory in use. Attachment G does outlines the quantities of equipment in use at each store, and as referenced on the bottom of page 6, the ABC is only requiring a hardware inventory management log. The number of items on hand per store each day is what is required for inventory reporting. Real-time POS hardware asset inventory reporting is a desirable feature listed.

Reference Page 2, Note to Prospective Offeror. Clarification on “mandatory” and “desirable” as presented in the RFP was given as follows: A “mandatory” component is a critical item to the ABC and if the Offeror omits these items it will have a negative impact on the review of the proposal. A “desirable” component is an item the ABC desires the Offeror to include as part of the proposal, but it's exclusion will not have any impact on the review of the proposal.

11. Your handheld equipment is reaching the last of its life for replacement with new handhelds. Is it ok to provide refurbished handhelds?

Yes. Refurbished equipment must be furnished on an exchange basis and shall be components of equal system specification.

12. Is everything outside of the manufacturer and vendor warranties that you are currently using?

Yes.

13. Is the lab equipment under the current maintenance program?

Yes.

14. In an on-site issue resolution, what will be the sign-off procedure? Who will be required to do this, the store manager or what counter part? How will calls be received from ABC?

All requests from the Store Manager, or designee, are made directly to the ABC Client Services Help Desk. The Client Services Help Desk logs a call ticket to track the problem. When it is determined that on-site or depot services are required, Client Services will contact the vendor directly. Upon the resolution of on-site and depot service calls, the vendor will contact Client Services to close the call ticket. The Store Manager, or designee, will sign-off work tickets that are completed on-site.

15. Before the equipment is turned over, what security levels or login information will the vendor need?

The vendor will not be required to maintain login information or store security level information to perform maintenance services. For on-site services, the vendor and store personnel will work directly with the Help Desk for password and log-on authentication. There will be three (3) people involved with each service call to include: store manager or designee, ABC Help Desk representative, and the vendor representative.

16. **Reference Page 6, Section C.** Are relocations out-of-scope for this RFP? Is there an advantage to re-image at the store or take the same equipment at the store to the next location? How should we price this? How do we quantify that pricing by de-installation, move and installation?

Store relocations are in-scope for this RFP, and are considered an additional service. Equipment relocations for store moves will transfer the existing equipment from the current location to the new store location. Pricing to be handled in accordance with Section XI, Pricing Schedule, Item b.

17. **Reference Addendum #1 Page 27, Section XI. J.** For new stores should we build that into the price and give an hourly rate for relocations? Where should this be done?

Yes, new store installs should have a firm fixed price and will be included in the pricing schedule. See question 16 for store relocations – currently these services are provided by ABC staff; however, the ABC would like the option to have the vendor provide these services.

Reference Page 27- Pricing Schedule will be amended to include a new line for new store installation.

Reference Page 32- Store telephone numbers to be provided. See Question #45.

18. What call management system do you currently use?

BMC RightStar Systems (Magic Service Desk).

Lab Questions:

19. Licensee stations are not in the list. Can you send part number as an attachment? Is the configuration the same on these computers?

Licensee workstations are included in Attachment G (see column entitled “# of Lic Wkstn”). The hardware specifications are the same specifications included in Attachment A POS Equipment; however, the image maintained by the ABC Client Services Help Desk is different.

20. Do you have any current spare parts?

No. Spare Parts are the property of and are maintained by the vendor. New POS store equipment is the property of the ABC; however, the equipment is stored and maintained by the vendor.

21. Is the access point migration complete in the stores now?

Yes. Access Point maintenance is a potential add on to the contract as a desirable additional service, as well as wireless access points, wireless intrusion sensors, and signature capture pads.

Store 360 Questions:

22. Are there other ABC stores like this?

Yes, there are several stores with dual operations - Northern Virginia, Richmond, and a few other major cities. Store 360 is responsible for 99% of the licensee sales in the Richmond area.

23. How many hardware service calls have you made to the ABC Client Services Help Desk over the past 3 to 6 months?

Three (3) to four (4) calls per month. The major reason for these calls was the result of a server being replaced with not-like equipment causing continuous system failure. On average, less than 10% of all Help Desk POS service calls made by the Stores result in a vendor maintenance service call.

24. When does the clock start ticking on service calls?

When the call is dispatched by the ABC Client Services Help Desk to the vendor.

25. Can you check the image for the licensee stations as the IBM Tag on the server and model numbers are different in most cases? It appears you have a x200 and x206.

Yes, as outlined in Attachment A, the POS Equipment currently in use ranges from model IBM Netfinity X200 to X206.

Store 086 Questions:

Today, on-site service is provided for the POS Server Equipment (located in the back of the store), and depot service is provided for the POS Team Equipment and peripherals (located in the front of the store). The Virginia Information Technologies Agency (VITA) is responsible for the network up to the point of demarcation.

Below are pictures of a POS Hardware Rack.



26. Who will determine if pricing is good?

Pricing is a component of the evaluation criteria, and will be reviewed and scored by ABC Purchasing Department. There will only be one award for this contract. It is important that all requested pricing information is completed.

27. Price each unit or base system?

Pricing for items listed on Attachment A may be provided on a component-by-component basis, or pricing may be provided on a per system basis (e.g., Server System, Base System, Peripheral Devices).

28. What are the options to purchase the racking system? Do you have part numbers?

The hardware rack equipment includes the components listed in the specific requirements outlined under additional services on page 7 of the RFP. Photos from S251 are attached. The majority of the existing rack equipment is procured off contract (e.g., CDW); however, CISCO equipment would be preferred where available.

29. **Reference Page 5, Section B, Page 6, Section C 2(a).** For the Depot system, are the parts required here in four (4) hours?

The requirements and response times for depot service are outlined in Section B, Page 5; while the requirements and response times for on-site service are outlined in Section C.2.a., Page 6. These requirements and response times are independent of one another.

30. Question to Store Manager: How many Help Desk calls for equipment repair do you make monthly?

Approximately two (2) calls monthly.

31. Are Access Point installations complete at all stores, and are the symbol handhelds used for inventory management?

Yes, the Access Point upgrade is complete at all stores. The handhelds are not currently used for inventory management.

32. Cabling is out-of-scope, correct? Should we include a cabling rate?

Cabling is out-of-scope; however, ABC desires to receive pricing on in-store cabling and troubleshooting as an additional service. Pricing to be provided in accordance with Section XI, Pricing Schedule, Item d.

33. Load cabling costs with materials? Length of runs? Resources not materials?

Pricing should be based on an hourly rates, not a materials rate.

34. Do all stores have dock gates?

A very few still do.

35. Are there ABC staff limitations for swapping out depot maintenance equipment?

The current depot maintenance service provides complete “unit” replacement (e.g., Register for Register, cash drawer for cash drawer, keyboard for keyboard – *not hard drive for hard drive, or motherboard for motherboard*). With the assistance of the ABC Client Services Help Desk, and/or the vendor, the store managers simply unplug the old non-working device and plug in the new working device upon delivery.

36. Are the racking systems only being done in remodels and relocations?

Currently, yes; however, the ABC is working with the Property Management Division and is looking at vendor opportunities to speed up the installation process to cover all retail stores.

37. When are you looking at the new vendor to take over the inventory on hand and manage your assets? Is this anticipated in the next 90 days? How will the new vendor get the current equipment?

The anticipated date of award is April 1, 2009; however, due to the required transition of POS hardware from the current vendor to the new vendor, the ABC would like to award the contract no later than February 29 to allow for a 30-day transition window.

The ABC will work with the new vendor in transferring the existing “new store” equipment. This may result in a direct shipment from the old vendor to the new vendor, or the equipment may be shipped to the ABC and the ABC will reship to the new vendor. The ABC will bear the cost of getting the new store equipment to the new vendor.

38. Are the servers Raid?

Yes.

39. **Reference attached addendum #1.** Triversity Service Calls - Quarterly reports for the period of October 1, 2007-September 30, 2008 (average 44 calls per quarter). Call ticket volume totals do not include New Stores or Store Relocations

The total number of network rack installations performed by ABC Client Services to-date includes:

New Stores	= 5
Store Remodels	= 10
Relocations	= 7

Follow-Up Email Questions:

40. What are the hours of operations for your Help Desk? If not 24 hours, what impact would that have on the contractor's ability to resolve incidents or problems after hours within the stated 24 hour resolution timeframe?

The ITSD Client Services Help Desk staff provides 7x24x365 support. After-Hour on-call support is rotated among staff.

41. You have requested Sunday delivery for depot items. Since the major carriers do not provide delivery services on Sunday, we will have to stock parts locally throughout Virginia and utilize a delivery service. This can be very expensive because of the multiple parts stocking location requirements. Is this part of our current delivery model? We just want to make you aware this will add expense to your solution.

The RFP specifies same day shipping and next day delivery on depot maintenance replacements, which includes Sunday. If the carrier selected does not provide shipping and/or delivery services on Sunday, the next business day, including holidays not excluded, will be acceptable. Please make sure to include any shipping and/or delivery exceptions in your RFP response.

42. Regarding register on-site maintenance - what are the requirements for the image to be loaded and configured for the store?
- a. Not required, handled by VABC
 - b. Image pre-loaded by provider and configuration completed remotely by VABC help desk
 - c. Image pre-loaded by provider and configured on-site by provider's tech

Item B above. ABC Client Services Help Desk will maintain and update the POS register image (in conjunction with the software vendor) and provide copies to the vendor for installation and ready-state of register equipment replacement. The ABC Client Services Help Desk will perform all client configurations via remote access to support call resolution as necessary.

43. Regarding server on-site maintenance - what are the requirements for the image to be loaded and configured for the store?
- a. Not required, handled by VABC
 - b. Image pre-loaded by provider and configuration completed remotely by VABC help desk
 - c. Image pre-loaded by provider and configured on-site by provider's tech

Item B above. ABC Client Services Help Desk will maintain and update the POS Server images (in conjunction with the software vendor) and provide copies to the vendor for installation and ready-state for equipment repair/replacement. During the on-site vendor maintenance call, the ABC Client Services Help Desk will provide assistance in the mirroring of the hard drives and custom configurations via remote access to support call resolution as necessary.

44. Regarding register depot maintenance - does the terminal require imaging and configuration prior to shipment to the store?

See Question #42.

45. Could appendix G be updated to indicate store hours, or at least which stores are Sunday stores?

ABC Store Information is located at <http://www.abc.virginia.gov/storeslist/stores.jsp>. While individual stores may vary slightly from the schedule, general store hours are Monday-Saturday 10:00AM-9:00PM and Sunday 1:00PM-6:00PM. Stores open on Sunday are located at: <http://www.abc.virginia.gov/stores/sundayNew.htm>.

46. How many additional Sunday stores will be implemented that should be considered in the service offering price?

All stores within legislative guidelines to be opened on Sunday are currently operating on Sunday. Changes are brought forth by legislation from the Senate; therefore, no additional stores are scheduled to operate on Sunday unless ratification to existing legislation is made.

47. What is the hardware configuration for the Licensee Workstation?

See Question #19.

48. In section III B 7 (page 5). What are the required hours of telephone reinstallation support?

Installation support should be provided during the requested response times (see item B.2., page 5) – 7:00AM-10:00PM Monday through Saturday and 12:00 Noon – 7:00PM Sunday.

49. What is the expected level of image revision over the initial two-year period?

Quarterly update and maintenance of images is desired; however, less frequent updates may occur due to less frequent revisions. Currently, the ABC Client Services Help Desk maintains four separate images, as follows: Server, Back-Up Server, Licensee Workstation, and Register.

50. On Attachment A, some of the components listed such as memory, hard drives, and processor for the Server are not priced separately but as one price with the Server. Should we just include the wording such as "Pricing included Above" for those specific line items. Also, as we understand, we are not responsible for providing maintenance / support for the Windows Operating system on the Server and the POS. Can we just line those items out, or put "NA" in the answer box.

See Question #27. The vendor is not responsible for providing maintenance or support for the POS Software, OS/Application Licensing or Maintenance; however, the existing OS is part of the required hardware configuration to ensure a fully functioning system and should be included in the maintenance cost.

51. As we understood it, the Motorola Access Points were out of scope for the RFP, however it is listed on Attachment A. Are you looking for a price for supporting the APs after the warranty period?

The Symbol access points were replaced with Motorola Access Points in 2008 and the Motorola Access Points are currently under separate warranty and maintenance. These items should be removed from Attachment A. See Question #21.

52. In the depot maintenance sections of the RFP the requirement for Coverage is Mon thru Sat 7 am thru 10 PM with Sunday Noon until **&PM** We have found that next day shipment is not possible for orders placed on a Saturday or Sunday. In both cases next business day will be Monday or Tuesday for respective orders (using Ups or FEDEX). Is this understood by ABC or is this something that you expect a supplier to overcome with some exception method of delivery?

See Question #41

53. We are requesting the approximate weights of the equipment?

The POS hardware, in part, ranges in weight from 0.5lb to 50lbs. Of course, a complete Server System or POS Base System could weigh greater than 50lbs.

All POS Calls from 10/1/2007 to 12/31/2007 Out-Sourced to Triversity

<u>Client ID</u>	<u>Open Date</u>	<u>Close Date</u>	<u>Subject Description</u>	<u>Incident Description</u>	<u>Incident #</u>
STORE057	10/02/2007	10/02/2007	POS Server	trying to complete licensee order adjustment no db	84526
STORE322	10/16/2007	10/22/2007	POS Server	server - APC battery dead	85185
STORE261	10/16/2007	10/16/2007	POS Server	server shut down by itself powered back up, but the Xpress server is detached Crystal	85256
STORE126	11/05/2007	11/05/2007	POS Server	server locking up. getting some kinda novell socket error user unable to rebooted or hard rebooted	86412
STORE233	11/06/2007	11/06/2007	POS Server	trying to rebooted server but stucked at shutting down screen for long time	86501
STORE162	11/06/2007	11/06/2007	POS Server	server stucked at shutting down screen for long time	86514
STORE186	11/06/2007	11/06/2007	POS Server	server took updates but when user tried to rebooted it wont do anything	86532
STORE336	11/08/2007	11/09/2007	POS Server	back office not responding to keyboard or mouse. register displaying item not found. Clerk had just clocked out, and mouse stopped responding.	86760
STORE317	11/15/2007	11/15/2007	POS Server	rebooted server. now got black screen	87090
STORE235	11/23/2007	11/23/2007	POS Server	when working in SMD, the server froze up have rebooted	87422

<u>Client ID</u>	<u>Open Date</u>	<u>Close Date</u>	<u>Subject Description</u>	<u>Incident Description</u>	<u>Incident #</u>
STORE099	12/06/2007	12/06/2007	POS Server	Angelica - restarted back office server, has message NON-System Disk. Restarted System. Same message. Credit card sale, message check modem power and cable, press any key	88067
STORE258	12/07/2007	12/07/2007	POS Server		88112
STORE271	12/10/2007	12/10/2007	POS Server	had to reboot the server as we could not close all the folders open on the task bar now message says we do not have rights to install software	88226
STORE336	12/13/2007	12/14/2007	POS Server	server is dumping physical memory rebooted itself again has done this several times this week some mornings when we come in - has ctrl alt del on screen server replaced last August	88398
STORE077	12/19/2007	12/21/2007	POS Server	12/14, mike called saying server came in last night, someone supposed to come in to replace? registers show no db has been an ongoing issue for the past few weeks	88651
STORE165	12/21/2007	12/21/2007	POS Server	server wont boot to windows. "disk error." user states the hard drive was clicking sound then it stopped booting.	88781
STORE185	12/26/2007	12/26/2007	POS Server	user states the monitor is blank. he switched out with another monitor and still blank	88854
STORE170	12/28/2007	12/28/2007	POS Server	tree or server cannot be found	88974
STORE214	12/31/2007	01/02/2008	POS Server	I need to view a CD on Conflict of Interest and when I put it in the light goes off and it won't play. Please advise. Frankie	89042
STORE239	10/03/2007	10/09/2007	POS Server	Debbie - System shutdown - DBF - CD rom failed & atai failed - unable to bring up system.	84582
STORE045	10/03/2007	10/03/2007	POS Server	Eno - S045 - tried to open the store - server not attaching.	84588

<u>Client ID</u>	<u>Open Date</u>	<u>Close Date</u>	<u>Subject Description</u>	<u>Incident Description</u>	<u>Incident #</u>
STORE097	10/03/2007	10/15/2007	POS Server	Had another incident on 10/02/07 with the back office server shutting down on its own. New unit was sent in two weeks ago but server appears to be the same one. When the techs come in they are not replacing the server with the one sent, they are stripping parts from the one sent. This may be okay but in my case it is not working. Wondering if I have a bad power supply in server.	84592
STORE351	10/04/2007	10/04/2007	POS Server	randy, don't have tower, monitor down, cut power off due to save power instructions from abc board.	84643
STORE315	10/10/2007	10/11/2007	POS Server	No display on monitor, flashing light on monitor. Attempted to power cycle server will not boot	84891
STORE239	10/11/2007	10/17/2007	POS Server	server bsod will not reboot	85010
STORE151	10/11/2007	10/11/2007	POS Server	Steven - S151 - the password on the back terminal - didn't know what it is to login to it. Please call.	85012
STORE045	10/19/2007	10/22/2007	POS Server	check modem power cable	85432
STORE353	10/23/2007	10/23/2007	POS Server	Douglas - S353 - Power surge at the store - can't get into the BO server - novell password.	85651
STORE315	10/23/2007	10/25/2007	POS Server	Server all of the sudden dumped physical memory rebooted, client pressed ctrl alt del and successfully logged back on. This is the third time this week. whe - 10/24 10AM dumped Physical Memory again / rebooted	85656

<u>Client ID</u>	<u>Open Date</u>	<u>Close Date</u>	<u>Subject Description</u>	<u>Incident Description</u>	<u>Incident #</u>
STORE362	10/26/2007	10/29/2007	POS Server	server got blue screen. inaccessible boot device 7:07 pm - Gentronics, cannot both driver are bad on the old server. Tested new server, looks good. 8:00pm - Gentronics called back, needed IP address for TCP/IP i had user power cycled down the server. now its came up but it worked for few minutes then it keep rebooting over and over. 7:10 pm - informed Doug, that he would not have inventory information. Informed Jeff that drives on previous server are bad, he will need to restore the information for S362. Informed Doug that someone will need to add employee address etc back into store manager/employee maint. 8:00 pm- gave gentronics IP address, (172.30.45.66) add to install Novell Client. When I vnc'd to store, remote desktop, changed system properties /network identificationto S362 and workgroup S362. User profiles needs to have changes made. - (jlv)	85884
STORE227	10/29/2007	10/29/2007	POS Server	Eurtha - time is off by 1 hr on server	85985
STORE045	10/29/2007	10/29/2007	POS Server	time is off on the server and registers	86038
STORE301	10/29/2007	10/29/2007	POS Server	time is off on computer systems in the store	86042
STORE285	10/30/2007	10/30/2007	POS Server	Running reports opened store and system died nothing on monitor, blinking light on monitor no display.	86075
STORE144	11/02/2007	11/06/2007	POS Server	Server rebooted itself this morning. No indication that power was disrupted, bypass power var should system boot again.	86312
STORE166	11/02/2007	11/02/2007	POS Server	david, had power failure, nothing on server screen,	86331
STORE235	11/06/2007	11/06/2007	POS Server	Heather - S235 - the BO server is still sitting at the windows shutdown screen - need assistance.	86521
STORE163	11/12/2007	11/12/2007	POS Server	Unable to scan bottles now server is down.	86874

<u>Client ID</u>	<u>Open Date</u>	<u>Close Date</u>	<u>Subject Description</u>	<u>Incident Description</u>	<u>Incident #</u>
STORE307	11/16/2007	11/16/2007	POS Server	A program on the BO server had froze up - terminal # 1 wasn't responding after working in it - froze up.	87189
STORE241	11/20/2007	11/20/2007	POS Server	curiosity question. Every now and then I hear my server rumbling and when I look at task manager ther is RTVSCAN.EXE using upwards of 80% of the cpu??? Thanks...Art D	87352
STORE121	11/26/2007	11/26/2007	POS Server	Glenda - S121 - Power surge happened at the store & the BO server - power up issue.	87517
STORE323	11/27/2007	11/27/2007	POS Server	mike, everythings ran real slow, rebooted server, now desktop is blank.	87634
STORE208	11/29/2007	11/29/2007	POS Server	User cannot get store open.	87751
STORE226	12/03/2007	12/03/2007	POS Server	client states that the server shut down	87902
STORE258	12/05/2007	12/12/2007	POS Server	kathy, rebooted this morning, got inaccessible boot device.	88008
STORE306	12/05/2007	12/06/2007	POS Server	Dana - S306 - Stop error message on the BO server - has rebooted the IBM200 series server 3 times & still the same message. Store is down.	88026
STORE336	12/06/2007	02/20/2008	POS Server	Back office server locked up. Had to restart primary server, system slow responding.	88109
STORE294	12/12/2007	12/18/2007	POS Server	I can not close the store previous resolutions see comments below Norman called wanted a update on the server status of this store.	88348
STORE077	12/13/2007	12/15/2007	POS Server	reading email and server rebooted.	88419
STORE101	12/17/2007	12/17/2007	POS Server	I am not able to access the G drive from my back office computer.	88550

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STORE163	12/26/2007	12/26/2007	POS Server	S163 - Icons missing off of BO server desktop.	88869
STORE101	12/26/2007	12/26/2007	POS Server	Error message on BO server - not able to get rid of the error message. "Wrong protocol or connection state for the requested transaction or request.' Able to connect up & sign on.	88872
STORE344	12/28/2007	12/29/2007	POS Server	S344 - The back office server is down - not working. They didn't have a power outage, etc. She tried to reboot the server several time & nothing came up. They are doing emergency sales. 12/29/07 - server delivered last night, wants to be sure someone is coming today to hook it up, so they will not need to continue on emergency sales (jlv) 1:50 pm - Tech on site- server hooked up, needs to have Novell pwd reset.	89007

All POS Calls from 7/1/2008 to 9/30/2008 Out-Sourced to Triversity

<u>Client ID</u>	<u>Open Date</u>	<u>Close Date</u>	<u>Subject Description</u>	<u>Incident Description</u>	<u>Incident #</u>
STORE070	07/02/2008	07/02/2008	POS Server	<p>Since our POS crash last week, and another installed, have some minor problems, like:</p> <p>1) Groupwise open with small screen, unable to keep large screen when open.</p> <p>2) My ABC- when you need to print reports, a different screen shows up, hold to find to get to the printer.</p> <p>3)</p>	98842
STORE304	07/11/2008	07/11/2008	POS Server	<p>This is being submitted by managerB.Foltz</p> <p>Shelia - register hung on windows is shutting down. message on server and T2, other registers restarted okay.</p>	99275
STORE247	07/23/2008	07/28/2008	POS Server	<p>Lynn called Having issues with the store server. Terminal #1 will crash after the 1st order after every reboot (ongoing issue that has been reported before).</p> <p>Server has been rebooting on its own periodically.</p> <p>Network card may be going bad</p>	99806
STORE253	08/06/2008	08/06/2008	POS Server	<p>server locked up, screen frozen</p>	100493
STORE256	08/12/2008	08/12/2008	POS Server	<p>Tyrone - left vm, restarted PC due to windows updates, system sitting at a blue screen.</p>	100930
STORE280	08/12/2008	08/12/2008	POS Server	<p>Shavon restarted PC this am, still sitting at shutting down windows. - Left voice message</p>	100931
STORE235	08/13/2008	08/13/2008	POS Server	<p>We are unable to perform Price Inquiries on POS Terminal 1, and POS Terminal 7 (licensee workstation) I was once told by someone that we didn't have the right "version" of the POS software on these 2 terminals. Please look into this and let me know what the situation is. I know you're all very busy but I would appreciate it if you'd make contact with us and let us know what's going on.</p> <p>Alonza Harris</p> <p>S235</p>	101040
STORE237	08/21/2008	08/21/2008	POS Server	<p>need Games removed from the server for today's audit</p>	101327

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STORE133	09/02/2008	09/02/2008	POS Server	computer and printer are running slow	101728
STORE298	09/09/2008	09/09/2008	POS Server	PowerVar had died Server will not power up	102060
STORE320	09/17/2008	09/17/2008	POS Server	check hub - has lights check router - has lights Back Office Server - down	102428
STORE329	09/20/2008	09/26/2008	POS Server	friday 09-19-08 and Saturday 09-20-08 our back office server starts rebooting itself. This happens at the same time each day between 4 and 5. What is wrong with this thing?	102563
STORE115	09/23/2008	09/25/2008	POS Server	PowerVar took down the server and all devices plugged into the power strip (hub,router, monitor,modem) need Getronics tech to check the server fans cannot open the store took 2 reboots to bring up server and some registers	102629
STORE170	07/07/2008	07/11/2008	POS Server	server went down Tue. night server went down saturday, new one delivered on sunday. monday @ 12:00p still no tech onsite.	98997
STORE306	07/08/2008	07/10/2008	POS Server	Server giving disk boot failure ordering new one 7/9/08 - Cathy, replacement server has been recv'd, just asking when Gentronics Technician may come to hook up server?	99043
STORE325	07/08/2008	07/15/2008	POS Server	item code 44044 shows inventory not available, checked POS system, store has 23 bottles. server blue screens and restarts frequently	99075
STORE348	07/12/2008	07/13/2008	POS Server	POS server is hanging can't operate the terminals for sales.	99351
STORE151	07/14/2008	07/14/2008	POS Server	server down odering another one 11:45AM - theresa called back, asked that Andy return her call.	99393
STORE336	07/15/2008	07/22/2008	POS Server	cdrom does not read any cd-s audio or data - verified by mwaustn	99496

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STORE344	07/17/2008	07/17/2008	POS Server	Unable to log in to novell after rebooting today, profile is corrupted, password for local machine changed	99585
STORE365	07/17/2008	07/18/2008	POS Server	server down	99608
STORE108	07/22/2008	07/23/2008	POS Server	System tray has icon for 4 windows updates. Shall I install these? - Alan s108, 756-2601	99792
STORE342	07/30/2008	07/30/2008	POS Server	I've had to reboot the computer several times, because it keeps freezing up. Store Manager has frozen up twice, and it took well over two minutes for the system to process something simple such as me entering the POS loan for a clerk this morning.	100108
STORE248	07/30/2008	08/13/2008	POS Server	Matt- S342 BSOD on server	100109
STORE257	08/02/2008	08/03/2008	POS Server	Invalid boot sector/device at SCSI controller screen, cannot boot, open store, terminals.	100307
STORE176	08/04/2008	08/04/2008	POS Server	Terminal 2 has a screen saver that we would like to remove. We don't know how it got on there, it was just there when we opened 07/28/2008.	100347
STORE062	08/06/2008	08/06/2008	POS Server	Unable to install spell check (iespellsetup220647.exe). When installing item error messages are displayed as follows: Error registering component ieSpell.dll (OK) Please check that you have the file "C:\WINNT\system32\regsvr32.exe" on your system before trying the installation again. (OK)	100478
STORE111	08/12/2008	08/12/2008	POS Server	--Robert - 062 server asking for windows password	100937
STORE145	08/12/2008	08/12/2008	POS Server	server not auto login	100949
STORE265	08/20/2008	08/20/2008	POS Server	unable to printed macro report	101284

<u>Client ID</u>	<u>Open Date</u>	<u>Close Date</u>	<u>Subject Description</u>	<u>Incident Description</u>	<u>Incident #</u>
STORE308	08/26/2008	08/28/2008	POS Server	server has no video. turned off and back on few times still no video. monitor has blinking green light	101532
STORE287	08/28/2008	08/28/2008	POS Server	server got black screen monitor has amber light	101613
STORE059	08/28/2008	09/04/2008	POS Server	server battery back has no power after store lost power last night	101622
STORE055	09/02/2008	09/04/2008	POS Server	Server displaying "stop" error "check for viruses" blue screen of death, attempted to enter safe mode, same stop error.	101721
STORE107	09/02/2008	09/05/2008	POS Server	server shutting down	101722
STORE134	09/06/2008	09/07/2008	POS Server	Power flicker, server blue screened "stop error, inaccessible boot device", cannot enter safe mode same stop error. Backup server not up to date, push plu4lab to T2, able to make sales.	101955
STORE348	09/06/2008	09/08/2008	POS Server	Power outage for about an hour, power restored, main server will not boot up.	101960
STORE304	09/06/2008	09/09/2008	POS Server	Power flicker T2 non responsive, bypassed battery backup terminal will not power up.	101968
STORE371	09/09/2008	09/09/2008	POS Server	BSOD hdd failure	102052
STORE348	09/09/2008	09/09/2008	POS Server	server not on network	102056
STORE248	09/15/2008	09/23/2008	POS Server	server down ordered new one	102276
STORE133	09/19/2008	10/15/2008	POS Server	John w/Gentronics server slow, pc only has 256 mg of ram, Store also has DSL and T1 line both active. Str mgr (Joe) off Monday, call tues.	102546

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STORE273	09/22/2008	09/22/2008	POS Server	server taking long time to shutting down	102565
STORE334	09/24/2008	09/24/2008	POS Server	cant get on groupwise	102709
STORE182	09/26/2008	09/30/2008	POS Server	server: inaccessible boot device	102824
				mbt - @3:25 pm, Preston called, he has received his server	
	09/27/2008	11/04/2008	POS Server	server replaced but tech said that both drives have been deemed bad manager got server is up Saturday night	102865
				as both drives are bad, Getronics request we backup data (to register 1) so he can replace both drives	
STORE155	09/30/2008	10/02/2008	POS Server	server wont boot to windows got blue screen with inaccessible boot device	102960

All POS Calls from 1/1/2008 to 3/31/2008 Out-Sourced to Triversity

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STORE145	01/15/2008	01/24/2008	POS Server	user states the server has blank screen. tried different monitor still wont come up. turned server off then back on still wont come up 1/15 - Ken from store called - wanted to know about the registers stating no NB - let him know that an order has been done & will needs to proceed with emergency procedures until the server is backup. (ba)	89638
STORE275	01/15/2008	01/16/2008	POS Server	rebooted server and getting inaccessible boot device	89644
STORE191	01/23/2008	01/23/2008	POS Server	trying to rebooted server but it stuck at black screen for long time	90011
STORE102	01/23/2008	01/23/2008	POS Server	have a blue screen on the server F1 to continue	90028
STORE117	01/23/2008	01/23/2008	POS Server	server has display "Windows is Shutting Down" for last 15 minutes	90071
STORE274	01/28/2008	01/28/2008	POS Server	user states the server keep rebooting	90226
STORE254	01/30/2008	01/30/2008	POS Server	Back computer rebooted on its own, and front registers are working slowly and showing we do not have items in inventory	90502
STORE165	02/04/2008	02/05/2008	POS Server	server wont booted. got blue screen. turned off few times but still didnt work	90842
STORE313	02/04/2008	02/04/2008	POS Server	cant log in Store Manager not showing on the desktop	90852

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STORE313	02/09/2008	02/13/2008	POS Server	server needs to be replaced several files corrupted during power outage all credit cards dial out	91543
STORE315	02/11/2008	02/13/2008	POS Server	Tom Maurer installed additional Surge Protector, back office server will not recognize monitor nor keyboard.	91658
STORE271	02/12/2008	02/12/2008	POS Server	GW was hung powered off power on System out of resources 30 minutes to boot up	91711
STORE178	02/12/2008	02/13/2008	POS Server	Linda - power outage, system came back up, monitor will not power up. No DB displayed on registers.	91782
STORE315	02/15/2008	02/20/2008	POS Server	02/13, linda called back on status The server that was replaced at store 315 needs some attention. The fan makes a loud noise. I hope that it will not blow up before someone can check it out. I mean really loud noise from the fan.	92067
STORE327	02/21/2008	02/25/2008	POS Server	M.C. Thurston power var not getting power. tried different outlet still no power	92250
STORE273	02/26/2008	02/26/2008	POS Server	server took update and stucked at windows shutting down for about 10 minutes	92470
STORE303	02/26/2008	02/26/2008	POS Server	server took update but wont reboot stuck at blue screen	92478
STORE323	02/26/2008	02/26/2008	POS Server	rebooted server - now have no icons	92540
STORE281	02/26/2008	02/26/2008	POS Server	rebooted the server, now missing some icons	92547
STORE082	02/28/2008	02/28/2008	POS Server	Games folder is still on the back office server	92639
STORE175	03/03/2008	03/03/2008	POS Server	missing G drive	92753

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STORE162	03/03/2008	03/04/2008	POS Server	Jeff, back office server, has inaccessible boot device, if this is the 1st time u have seen this msg, please reboot. Jeff restarted back office server, same message. Store is open.	92760
STORE344	03/03/2008	03/03/2008	POS Server	Str Address: 7017 Lankford Hwy Oak Hall, Va. 23416 server has rebooted itself last Saturday today, when trying to open the store, had an error message "query db cancel/terminate" rebooted the server and all was ok	92803
STORE098	03/05/2008	03/05/2008	POS Server	power has been restored, now server is booting up - has an error message to make a backup Press enter to continue	92895
STORE117	03/07/2008	03/07/2008	POS Server	taking the Terrorism course, there is no sound speaker is unplugged - where to plug it in?	93008
STORE344	03/17/2008	03/17/2008	POS Server	Back Office Server has error message "Wrong Protocol or Connection State" on screen	93408
STORE364	03/26/2008	03/26/2008	POS Server	need Games removed from the server	93846
STORE115	01/03/2008	01/03/2008	POS Server	computer not responding	89157
STORE165	01/04/2008	01/28/2008	POS Server	client receiving inaccessible boot device and is unable to get server to start	89261
STORE134	01/08/2008	01/10/2008	POS Server	We called the help desk this evening because of a power surge took our our server. We were told that register 4 had takenover the IP address. They turned the register off to prevent any further problems at the time, and to get the server back online, but we were never told how to get the problem fixed. Can we turn the register back on? Does it need worked on? Do we need to replace it? Please let us know anytime tomorrow. Clarence 757-683-8325	89403
STORE274	01/14/2008	01/14/2008	POS Server	amy, just opened store, print out reports, ...open safe, server went down, nothing on monitor.	89579
STORE071	01/14/2008	01/14/2008	POS Server	willie, computer problem, nothing on monitor,	89588

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STORE275	01/15/2008	01/16/2008	POS Server	Technician on-site, need assistance from help desk	89695
STORE159	01/18/2008	01/21/2008	POS Server	Second call 11:00; 01/21/08 Question: stay open or perform end-of-day, and open for business day 1/21/08 have not made any sales on today 's business date Ticket 89841	89841
STORE198	01/21/2008	01/21/2008	POS Server	Upon arriaval this morning, nothing but a blank screen on the server.	89888
STORE159	01/21/2008	01/21/2008	POS Server	First call 10:00; 01/21/08 technician on-site with server ready to mirror drives. Ticket 89841	89903
STORE115	01/24/2008	01/28/2008	POS Server	Server running very slow this morning. Disk drive resynchronizing Mirroring with disk1 causing system to perform very poorly.	90108
STORE049	01/28/2008	01/28/2008	POS Server	1/25 - S049 - Problem w/ POS BO server - showing not connected in store manager. also mouse & keyboard not working on the server.	90301
STORE315	01/29/2008	01/30/2008	POS Server	computer went down, got inventory not available.	90330
	01/29/2008	01/29/2008	POS Server	thurston, server inaccessible boot device.	90343
STORE201	02/01/2008	02/06/2008	POS Server	server receiving inaccesssable boot device Server delivered 12:45 - jsh 4:30PM - str mgr, called had created a licensee order, tried to print the order, would not print, rebooted server, came back with administrator as login. 17:00 - Jerry called back cashier was signed onto register, took her break now she cannot sign back in, store manager, has work offline, or connect.	90701
STORE312	02/02/2008	02/05/2008	POS Server	debbie, bsod.	90791
	02/04/2008	02/05/2008	POS Server	geraldine moon, received parts in the box, what to do?, won't do anything until told what to do.	91011

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STORE323	02/11/2008	02/11/2008	POS Server	Store closed, but cannot open this morning	91592
	02/15/2008	02/15/2008	POS Server	Priscilla some icons (daily reports) missing on desktop groupwise missing on desktop I think Jeff worked on some files?? my documents empty	92017
STORE147	02/22/2008	02/22/2008	POS Server	Attempting to burn and picture of a shoplifter to CD and now the system is locked up and cannot continue with cashier checkouts and end-of-day	92382
STORE264	02/26/2008	02/26/2008	POS Server	Windows updates applied, "restart now", "restart later", restart now and server will not shut down.	92476
STORE369	02/28/2008	02/28/2008	POS Server	Unable to close the store due to power outage, monitor down	92620
STORE214	03/05/2008	03/05/2008	POS Server	No power to server, monitor, no lights on power-var	92882
STORE186	03/10/2008	03/10/2008	POS Server	unable to rebooted server no responding	93044
STORE294	03/10/2008	03/13/2008	POS Server	server has no display. after reboot it will not power up and come online. ordered new server.	93097
STORE290	03/11/2008	03/11/2008	POS Server	client printed something now it is printing a bunch of blank pages	93127
STORE203	03/13/2008	03/25/2008	POS Server	power var for server is dead tried different outlet still no power	93217
STORE312	03/21/2008	03/22/2008	POS Server	server disk boot failure please press anykey	93629
STORE194	03/25/2008	03/27/2008	POS Server	server not boot to windows, got blue screen	93765

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STORE295	03/25/2008	03/26/2008	POS Server	DHCP service is not working properly on this store. Receive Error Message: The DHCP server you specified cannot be located. The DHCP Server Service is not running on the target computer. This is a DSL store.	93799
STORE140	03/26/2008	03/26/2008	POS Server	<p>whe - I went in Remote desktop, checked DHCP Pool and addresses - all look normal. Called store, they said they did not open the ticket and all is well - no problems. You may want to check event logs in case there is a problem.</p> <p>getting atapi cd-rom boot msg</p>	93819
STORE194	03/26/2008	03/26/2008	POS Server	triversity onsite and reproducing mirror	93835
STORE184	03/31/2008	04/15/2008	POS Server	<p>drew,</p> <p>just rebooted server, got inaccessible boot device.</p> <p>04/01,</p> <p>giovani called on status, no server.</p> <p>3:52pm - Technician on site 4/1/08 (jlv)</p>	94101

All POS Calls from 4/1/2008 to 6/30/2008 Out-Sourced to Triversity

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STORE249	04/06/2008	04/06/2008	POS Server	User rebooted back office server, monitor screen is blank. Nothing happening. User logged into one of the terminals, opened store on that terminal, ran reset business date.	94483
STORE165	04/09/2008	04/09/2008	POS Server	store had a power outage, now the monitor is dead - has a blinking light	94683
STORE255	04/10/2008	04/14/2008	POS Server	Bell called, system went down, came up with error boot disk failed, just got server Wednesday, also powervar will not stay on	94739
STORE237	04/14/2008	04/14/2008	POS Server	Jimmie Lee- rebooted back office server, message inaccessible boot device. Store cannot connect to outside resources. IP - 10.165.91.5	94851
STORE145	04/15/2008	04/16/2008	POS Server	Norman called, the server went down lost connection to the register	94924
STORE185	04/23/2008	04/24/2008	POS Server	disk boot failure when reboot after update	95264
STORE044	04/23/2008	04/23/2008	POS Server	server making sounds associated with error messages - no errors on screen registers havent come back up since reboot	95336
STORE057	05/07/2008	05/08/2008	POS Server	back office server will not power back up. Power Var has lights.	96028
STORE307	05/08/2008	05/08/2008	POS Server	server will not power up since shutdown this morning	96057
STORE370	05/09/2008	05/12/2008	POS Server	Nancy - back office server down, PowerVar has no lights.	96132

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STORE260	05/09/2008	05/09/2008	POS Server	Line is back up, message IP address conflict.	96136
STORE370	05/12/2008	05/12/2008	POS Server	new server will not power up	96171
STORE115	05/12/2008	05/13/2008	POS Server	Bill - entered Licensee # will not accept, restarted system earlier today. inventory information unavailable. server state available. capable of getting into MY ABC on T5 (172.30.14.109), also capable of ringing up licensee orders on T5 (lic11501)	96220
STORE185	05/12/2008	05/13/2008	POS Server	rebooted the server came up with a blue screen	96254
STORE255	05/20/2008	05/22/2008	POS Server	server froze up, will not respond mouse not working	96681
STORE370	05/22/2008	06/05/2008	POS Server	server shut down, will not power back up monitor and PowerVar still on	96799
	06/04/2008	06/05/2008	POS Server	Nancy - rebooted back office server, system shut down. PowerVar was replaced yesterday. Hits power button on server, green lights comes on for a short period of time, than shuts down again.	97330
STORE219	06/04/2008	06/04/2008	POS Server	storm / lightning strike PowerVar and server are down cant log in Novell	97384
STORE235	06/05/2008	06/05/2008	POS Server	SMD will not open total system failure power outage yesterday, now have power closed store this morning now everything is slow, server will not shut down registers acting slow	97450
STORE244	06/13/2008	06/13/2008	POS Server	Thursday night server locked after trying to print the Inside Spirits magazine cannot open SMD after reboot	97892
STORE056	06/16/2008	06/16/2008	POS Server	server running VERY SLOW since storm went thru did a hard reboot called in by store 047	98044
STORE325	06/17/2008	06/27/2008	POS Server	The back office server has restarted on it's own twice in the last week. whe - manager says screen goes blue and then server reboots. Event Viewer > Applications has several errors (red x) "Windows cannot obtain domain controller name" - I dont think this causes a reboot	98086

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STORE129	06/17/2008	06/19/2008	POS Server	Sherrie - note left to restart system this am, back office has a black screen, with message IPerf Service already installed. cannot click on the X the close screen.	98088
STORE115	06/17/2008	06/18/2008	POS Server	S115 - server down, locked up. Tried to restart, bypassed powervar, will not restart. cashregister displaying inventory overrides,	98140
STORE081	06/28/2008	06/30/2008	POS Server	VITA called to have manager unplug / plug in router cables server powered off	98679
STORE246	06/28/2008	06/28/2008	POS Server	Inventory unavailable at registers - wrong prices system crashed	98681
STORE184	04/01/2008	04/01/2008	POS Server	server just arrived.	94221
STORE315	04/03/2008	04/03/2008	POS Server	Has a "mixer" on taskbar	94319
STORE217	04/03/2008	04/03/2008	POS Server	angela, just rebooted computer, nothing on screen.	94323
STORE344	04/03/2008	04/15/2008	POS Server	lee, just wanted to report that the system went down during licensee order, happened ~ a month ago also.	94346
STORE044	04/08/2008	04/09/2008	POS Server	server wont to windows invalid partition table 2:45pm - Holly left voice message, server has arrived on site.	94581
STORE255	04/09/2008	04/09/2008	POS Server	Art from Gentronic called he is at store255 replacing a bad drive, he wants to speak to someone	94652
STORE262	04/11/2008	04/11/2008	POS Server	user said server keep rebooting	94747
STORE248	04/11/2008	04/25/2008	POS Server	server got power but nothing came on monitor monitor has orange light	94750

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STORE248	04/11/2008	04/11/2008	POS Server	server keep rebooting	94757
STORE192	04/14/2008	04/15/2008	POS Server	server has no video, turned on and off couple times till no video, the light on monitor is yellow. Monitor good, inaccessible boot device displayed on screen.	94842
STORE311	04/21/2008	04/24/2008	POS Server	Rebooting server today, system displaying "stop inaccessible boot device. Press F8 to attempt safe mode same message.	95133
STORE066	04/21/2008	04/21/2008	POS Server	tree or server cannot be found	95135
STORE162	04/23/2008	04/23/2008	POS Server	server stucked at windows shutting down for long time	95263
STORE185	04/25/2008	04/30/2008	POS Server	Terminal 1 the last 2 days 4/23 and 24 when we came in it had re-booted with error messages. Bill checked on 4/23 and 4/24. Thought it may be a hard drive error. After it booted this morning you could hear a humming from the server. It has now stopped. We had to do a hard shut down to re-boot as the messages on the screen would not let us leave the desk top.	95428
	04/30/2008	04/30/2008	POS Server	server taking long time to do check disk	95638
STORE246	05/01/2008	05/01/2008	POS Server	Server monitor is down all registers are off-line	95760
STORE236	05/05/2008	05/05/2008	POS Server	Rebooting server this morning stop error blue screen "inaccessible boot device"	95895
STORE344	05/10/2008	05/10/2008	POS Server	lee, back server frozen, can't do anything.	96143
	05/10/2008	05/10/2008	POS Server	lee, back server frozen, can't click on mouse.	96144
	05/10/2008	05/10/2008	POS Server	lee, still no response on back server.	96145

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STORE344	05/10/2008	05/27/2008	POS Server	lee, back server gone down.	96146
STORE275	05/10/2008	05/10/2008	POS Server	bob, can't get store open, it says 'now safe to urn off computer'.	96147
STORE241	05/12/2008	05/15/2008	POS Server	server got blue screen Art called, received server, tech has not showed up, called Triversity was told wait about an hour.	96156
STORE089	05/12/2008	05/12/2008	POS Server	rebooted server, all it has just blue screen with no icons	96180
STORE241	05/12/2008	05/12/2008	POS Server	The hardware is here but I have not heard from a technician. Thanks,	96214
STORE373	05/19/2008	05/19/2008	POS Server	Art server locking up	96569
STORE280	05/22/2008	05/22/2008	POS Server	Need Server replaced. The LPT1 printer port on the Server has gone bad, I believed. It can't print to the printer attached to LPT1.	96785
STORE238	05/28/2008	05/28/2008	POS Server	Server running slow, getting server detached message	96954
STORE262	05/28/2008	05/28/2008	POS Server	terminal 51 and POS manager not on taskbar	96967
STORE358	06/02/2008	06/18/2008	POS Server	need to order battery backup for server. got hit by lightning	97158
STORE275	06/03/2008	06/03/2008	POS Server	Blue screen on server	97310
STORE326	06/04/2008	06/04/2008	POS Server	cash register incorrect business date	97351

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STORE199	06/04/2008	06/04/2008	POS Server	8479/40x s/n 78-cr172 server will not boot. ordered replacment from triversity	97361
STORE245	06/05/2008	06/05/2008	POS Server	Power outage last night, Server not connected, unable to ping, server will not boot.485	97409
STORE274	06/06/2008	06/06/2008	POS Server	user states the server not coming up	97481
STORE206	06/06/2008	06/06/2008	POS Server	tried to do weekly reboot server wouldn't shut down	97501
STORE309	06/10/2008	06/11/2008	POS Server	We now have communication with richmond. Wnen Mark took my hard drive to store 269 so our info could be polled and returned. All my information was gone from our computer ie desk top items. SOP manual, templates and our folders. Can this be restored? Marie 309	97729
STORE084	06/14/2008	06/17/2008	POS Server	server hdd failures and corrupted data base 6/17/08 - John left vm, in reference to files not being restored with new server.	97963
STORE259	06/15/2008	07/14/2008	POS Server	store had new electrical panel wired and needs assistance getting power back to server 11:45am - Linda called back, back officer server down, expecting someone this am??	97978
STORE082	06/20/2008	06/20/2008	POS Server	server taking long time to reboot, stucked at blue screen	98280
STORE329	06/20/2008	07/10/2008	POS Server	Server down ordering new one	98313
	06/20/2008	06/22/2008	POS Server	the new back office server is here. Call me Sam Pattie Manager	98323
STORE198	06/23/2008	06/23/2008	POS Server	unable to access inventory.mdb on desktop	98363
STORE345	06/24/2008	06/24/2008	POS Server	Unable to delete inventory.mdb file	98421

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STORE086	06/25/2008	06/25/2008	POS Server	User states they unable to access store save folder on desktop after domain changed	98463
STORE337	06/26/2008	06/26/2008	POS Server	User unable to turned pc off	98545
STORE199	06/26/2008	06/27/2008	POS Server	Server not powering on. Power var not responding either	98590